

Re: a. Complaint about AT&T service in my area.

b. Unreasonable charges for unusable service(including forwarding calls fees and monthly fees)

c. Demand for compensation for unusable service for past 4-5years.

Dear Sir/Madam,

I have had my cellular service with AT&T (previously LA Cellular) for as long as 10 years. My cell no is (626) 688-9988. Five years ago, I moved from Temple City to Arcadia, Ca. which is less than 1 mile away. However, the reception became extremely bad. I could not receive calls inside the house at all, but only one bar of signal in my backyard.

Since I worked a lot in my home office and my business is mainly depended on my celluar phone, I had to forward all my calls to my home to avoid any loss of business. This costed me a lot of forwarding minutes.

I complained to AT&T Wireless in more than 3 occassions since I moved to Arcadia and they claimed they could not do anything at all. However, I still have to pay the standard monthly fee plus all the addition charges. Since I wanted to keep my cell phone number that I have for over 10 years, I could only activated one more phone line ( Nextel) for better reception and transfers all the AT&T calls to Nextel.

In the past 5 years, I've wasted hundreds and thousands of dollars for some service I could not use. I understand that now we can transfer numbers between carriers and/or land line. However, I feel that I should be compensated for the unusable service I previously subscribed, but simply could not terminate service since I had the annual contract and I simply needed to keep my number for my business.

Thank you so much for your attention.

Yours,

Lawrence Lau  
626-688-9988 (AT&T)  
626-625-9988 (Nextel)